

WHAT IS CLAIMED:

1. A method of using a computer to gather information about an organizational process or system, comprising:

5

prompting an assessor to select at least two standards against which to assess the organizational process or system, where at least one question is provided within a computer to assess each selected standard;

10

displaying on a display device the at least one question associated with the selected standards, the question being adapted to prompt an assessor to input the assessor's perceptions of the organizational process or system;

15

receiving a first input from an input device, the first input reflecting the assessor's perception of the organizational process or system;

20

comparing within a processing unit of a computer the first input to a first value, and, if the first input has a first predetermined characteristic in relation to the first values, then prompting the assessor to identify evidence that supports the first input, and if the supporting evidence is identified, then validating the first input for subsequent evaluation, and if the supporting evidence is not identified, then inhibiting validation of the first input until the evidence is identified or until the first input is changed to have second predetermined characteristics in relation to the first value.

25

2. The method of claim 1, further comprising analyzing the input to determine if one or more problem areas are present in the organizational process or system.
3. The method of claim 1, displaying comprises displaying remotely.

30

4. The method of claim 1, wherein displaying comprises displaying the at least one question across a global computer network.
5. The method of claim 1, wherein the input is a numerical input.
- 5
6. The method of claim 1, further comprising displaying on the display device at least one corrective action question, the at least one corrective action question being adapted to prompt the assessor to input on the input device the assessor's perception of the problem area of the organizational process or system.
- 10
7. The method of claim 1, further comprising receiving at least one corrective action input, the at least one corrective action input being stored in the computer's memory.
- 15
8. The method of claim 1, wherein displaying on a display device the at least one question associated with the selected standards comprises displaying questions that are repeated within the selected standards only once.
- 20
9. The method of claim 1, wherein the first predetermined characteristic is defined to mean that the first input has a value that is less than the first value, and the second predetermined characteristic is defined to mean that the first input has a value that is at least as great as the first value.
- 25
10. The method of claim 1, wherein the first input is on a numerical scale, the scale being 1 to 10, 1 to 100, or 0 to 100 percent.
11. The method of claim 1, wherein if evidence is not identified that supports the first input, then further comprising inhibiting the display of subsequent questions until the evidence is identified or until first input is changed to have the second predetermined characteristic in relation to the first value.
- 30

- FILED
RECEIVED
U.S. DISTRICT COURT
CLERK'S OFFICE
DETROIT, MI
JULY 17 2019
12. The method of claim 1, further comprising prompting the assessor to input a second numerical input on an input device of a computer the assessor's perception of how well the organizational process or system functions to address the issue, and receiving the second input from the input device, the second input being stored in a memory of the computer, and the second input reflecting the assessor's perception of the results achieved by the organizational process or system.
- 5
13. The method of claim 12, further comprising comparing within a processing unit of a computer the second input to a second value, and, if the second input has a first predetermined characteristic in relation to the second value, then prompting the assessor to identify evidence that supports the second input, and if evidence is identified that supports the second input, then validating the second input for subsequent evaluation, and if the evidence is not identified that supports the second input, then inhibiting validation of the second input until the evidence is identified or until the second input is changed to have a second predetermined characteristic in relation to the second value.
- 10
14. The method of claim 13, wherein if evidence is not identified that supports the second input, then further comprising inhibiting the display of subsequent questions until the evidence is identified or until second input is changed to have the fourth predetermined characteristic in relation to the second value.
- 15
15. The method of claim 1, further comprising evaluating the organizational process or system by comparing inputs from the assessor with known empirically-gathered information.
- 20
16. The method of claim 12, further comprising using the first and second inputs together to evaluate the organizational process or system.
- 25
- 30
17. The method of claim 12, further comprising multiplying the first input with the

second input to evaluate the organizational process or system.

18. The method of claim 12, further comprising using differences between the first input and the second input to evaluate the organizational process or system.

5

19. The method of claim 12, further comprising receiving first and second inputs from a plurality of assessors, and determining the standard deviation of the first numerical input, and the standard deviation of the second numerical input, from the numerical inputs received from the assessors, and then using a standard deviation to evaluate at least a portion of the organizational process or system.

10

20. The method of claim 1, wherein the evidence comprises visible evidence.

21. The method of claim 1, wherein the evidence comprises supporting documentation.

15

22. The method of claim 12, wherein the evidence comprises visible evidence, and further comprising comparing within a processing unit of a computer the first input to second value, and, if the first input has a first predetermined characteristic in relation to the second value, the prompting the assessor to identify supporting documentation that supports the first input; and if supporting documentation is identified, then validating the first input for subsequent evaluation, and if the supporting documentation is not identified, then inhibiting the validation of the first input until the supporting documentation is identified or until the first input is changed to have a second predetermined characteristic in relation to the second value.

20

23. The method of claim 1, further comprising prompting the assessor to input on the input device of the computer an assessment as to whether the organizational process or system is demonstrable, and, if an input is received from the input device that indicates that the organizational process or system is demonstrable, then validating

25

30

the first input, and, if an input is received from the input device that indicates that the organizational process or system is not demonstrable, then inhibiting validation of the first input until the assessor changes the first input to have a first determined characteristic in relation to a second value.

5

24. The method of claim 1, further comprising displaying at least one input as a sliding bar on a display device.
- 10 25. The method of claim 1, further comprising preparing an assessment timeline based on assessor input.
- 15 26. The method of claim 25, further comprising notifying the assessor of a deadline identified in the assessment timeline.
- 20 27. The method of claim 25, further comprising escalating a notification to one or more predetermined individuals if a response is not received from an assessor within a predetermined period of time.
- 25 28. A machine having a memory which contains data generated by the method of claim 1.
29. A machine having a memory which contains data generated by the method of claim 1, the machine including a computer comprising a processing unit and a memory, and the computer being connected to an input device and a display device.
- 30 30. The method of claim 1, further comprising prompting an assessor to provided recommendations to improve the organizational process or system.
31. The method of claim 1, further comprising prompting an assessor to provided recommendations to improve the organizational process or system by use of an user

adjustable icon system, wherein selecting a value on a first user adjustable icon limits the range of values displayed for selection on a second user adjustable icon.

32. The method of claim 1, further comprising performing an onsite assessment directed to one or more problem areas determined to be present in the organizational process or system.
 33. The method of claim 1, further comprising performing an onsite assessment directed to one or more problem areas determined to be present in the organizational process or system, wherein one ore more onsite assessor are provided with a list of the problem areas and a list of the corrective actions input.
 34. The method of claim 33, further comprising providing at least one onsite assessor with a PDA having a list of the problem areas and a list of the corrective actions input.
 35. The method of claim 33, wherein the results of the onsite assessment are input into the computer and stored in the computer's memory.
 36. The method of claim 33, wherein the results provided by each onsite assessor are adjusted by a bias value identified for that assessor.
 37. The method of claim 2, wherein analyzing the inputs comprises comparing input from two or more assessors to one another.
 38. The method of claim 1, wherein the computer comprises a PDA.
 39. The method of claim 2, wherein analyzing the inputs comprises comparing input from two or more similar questions to one another.

40. An apparatus adapted to gather information about an organizational process or system comprising a computer system, the computer system comprising:

a display device adapted to display computer driven questions;

5

an input device adapted to transfer inputs from an assessor;

a memory and a processing unit; and

10 wherein the apparatus is adapted to:

prompt an assessor to select at least two standards against which to assess the organizational process or system, where at least one question is provided within a computer to assess each selected standard;

15

display on a display device the at least one question associated with the selected standards, the question being adapted to prompt an assessor to input the assessor's perceptions of the organizational process or system;

20

receive a first input from an input device, the first input reflecting the assessor's perception of the organizational process or system;

25

compare within a processing unit of a computer the first input to a first value, and, if the first input has a first predetermined characteristic in relation to the first values, then prompting the assessor to identify evidence that supports the first input, and if the supporting evidence is identified, then validating the first input for subsequent evaluation, and if the supporting evidence is not identified, then inhibiting validation of the first input until the evidence is identified or until the first input is changed to have second predetermined characteristics in relation to the first value.

30

41. The apparatus of claim 40, wherein the displaying the at least one question associated with the selected standards, comprises displaying the at least one question remotely.

5 42. The apparatus of claim 40, wherein the displaying the at least one question associated with the selected standards, comprises displaying the at least one question across a global computer network.

43. The apparatus of claim 40, wherein the input is a numerical input.

10 44. The apparatus of claim 40, wherein the apparatus is further adapted analyze the input to determine if one or more problem areas are present in the organizational process or system.

15 45. The apparatus of claim 40, wherein the apparatus is further adapted display on the display device at least one corrective action question, the at least one corrective action question being adapted to prompt the assessor to input on the input device the assessor's perception of the problem area of the organizational process or system.

20 46. The apparatus of claim 40, wherein the apparatus is further adapted receive at least one corrective action input, the at least one corrective action input being stored in the computer's memory.

25 47. The apparatus of claim 40, wherein the apparatus is further adapted to display on the device the at least one question associated with the selected standards, wherein questions that are repeated within the selected standards are displayed only once.

48. The apparatus of claim 40, wherein the apparatus is further adapted to prepare an assessment timeline based on assessor input.

30

49. The apparatus of claim 40, wherein the computer system comprises a PDA.

50. The apparatus of claim 48, wherein the apparatus is further adapted to notify the assessor of a deadline identified in the assessment timeline.

5

51. The apparatus of claim 48, wherein the apparatus is further adapted to escalate a notification to one or more predetermined individuals if a response is not received from an assessor within a predetermined period of time.

10

52. The apparatus of claim 40, wherein the apparatus is further adapted to prompt an assessor to provide recommendations to improve the organizational process or system.

53. A computer readable medium configured to store a set of instructions which:

15

prompt an assessor to select at least two standards against which to assess the organizational process or system, where at least one question is provided within a computer to assess each selected standard;

20

display on a display device the at least one question associated with the selected standards, the question being adapted to prompt an assessor to input the assessor's perceptions of the organizational process or system;

25

receive a first input from an input device, the first input reflecting the assessor's perception of the organizational process or system;

30

compare within a processing unit of a computer the first input to a first value, and, if the first input has a first predetermined characteristic in relation to the first values, then prompting the assessor to identify evidence that supports the first input, and if the supporting evidence is identified, then validating the first input

for subsequent evaluation, and if the supporting evidence is not identified, then inhibiting validation of the first input until the evidence is identified or until the first input is changed to have second predetermined characteristics in relation to the first value.

5

54. The apparatus of claim 53, wherein the display device comprises a remote display device.

10

55. The apparatus of claim 53, wherein the at least one question is displayed across a global computer network.

56. The apparatus of claim 53, wherein the input is a numerical input.

15

57. The apparatus of claim 53, wherein the apparatus is further adapted analyze the input to determine if one or more problem areas are present in the organizational process or system.

20

58. The apparatus of claim 53, wherein the apparatus is further adapted to prepare an assessment timeline based on assessor input.

25

59. The apparatus of claim 58, wherein the apparatus is further adapted to notify the assessor of a deadline identified in the assessment timeline.

30

60. The apparatus of claim 58, wherein the apparatus is further adapted to escalate a notification to one or more predetermined individuals if response is not received from an assessor within a predetermined period of time.

61. The apparatus of claim 53, wherein the apparatus is further adapted to analyze the input to determine if one or more problem areas are present in the organizational process or system.

- 1000-0250-0250
- 5 62. The apparatus of claim 53, wherein the apparatus is further adapted to display on the display device at least one corrective action question, the at least one corrective action question being adapted to prompt the assessor to input on the input device the assessor's perception of the problem area of the organizational process or system.
- 10 63. The apparatus of claim 53, wherein the apparatus is further adapted to receive at least one corrective action input.
- 15 64. The apparatus of claim 53, wherein the apparatus is further adapted to prompt an assessor to provided recommendations to improve the organizational process or system.
- 20 65. A computer readable medium configured to store a set of instructions which:
 display a first user adjustable icon with a first allowed input range;

 receive a first input from a user, the first input corresponding to movement of an indicator on the first user adjustable icon;

 determine a second allowed input range for a second user adjustable icon based on the first input;

 display the second user adjustable icon, with the second allowed input range; and

 receive a second input from the user, the second input corresponding to movement of an indicator on the second user adjustable icon.
- 25 66. The apparatus of claim 65, wherein the first user adjustable icon is a sliding bar.
- 30 67. The apparatus of claim 65, wherein displaying comprises displaying across a global

computer network.

68. The apparatus of claim 65, wherein displaying comprises displaying remotely.

5 69. The apparatus of claim 65, wherein first and second inputs are numeric.

70. The apparatus of claim 65, wherein the second user adjustable icon is a sliding bar.

71. A method of using a computer to gather information about an organizational process
10 or system, comprising:

obtaining information about organization to be accessed, wherein the information
comprises information regarding assessors;

15 preparing at least one question regarding the organizational process or system by
analyzing the obtained information about the organization;

sending the at least one prepared question to at least one of the assessors;

20 displaying on a display device of the at least one assessor at least one question
adapted to prompt the assessor to input on an input device of a computer the
assessor's perceptions of the organizational process or system, wherein the
assessor has at least some knowledge about the organizational process or system;

25 receiving a first input from an input device, the first input reflecting the assessor's
perception of the organizational process or system;

30 comparing within a processing unit of a computer the first input to a first value, and,
if the first input has a first predetermined characteristic in relation to the first
values, then prompting the assessor to identify evidence that supports the first
input, and if the supporting evidence is identified, then validating the first input

for subsequent evaluation, and if the supporting evidence is not identified, then inhibiting validation of the first input until the evidence is identified or until the first input is changed to have second predetermined characteristics in relation to the values.

5

72. The method of claim 71, wherein sending the prepared questions to at least one of the assessors comprises sending the prepared questions over global computer network.

10

73. The method of claim 71, wherein displaying comprises displaying remotely.

74. The method of claim 71, further comprising sending at least one warning notification prior to sending the prepared questions.

15

75. The method of claim 71, further comprising sending at least one reminder notification if answers are not received within a predetermined period of time.

20

76. The method of claim 71, further comprising sending the at least one prepared question to a different assessor if answers are not received within a predetermined period of time.

25

77. The method of claim 71, further comprising sending at least one reminder notification to an assessor's supervisor if answers are not received within a predetermined period of time.

25

78. The method of claim 71, further comprising analyzing the input to determine if one or more problem areas are present in the organizational process or system.

30

79. The method of claim 71, further comprising displaying on the display device at least one corrective action question, the at least one corrective action question being

adapted to prompt the at least one assessor to input on the input device the assessor's perception of a problem area of the organizational process or system.

80. The method of claim 71, further comprising receiving at least one corrective action
5 input, the corrective action input being stored in a computer's memory.

81. The method of claim 71, further comprising prompting an assessor to select at least
10 two standards against which to assess the organizational process or system, where at
least one question is provided within the computer to assess each selected standard
prior to preparing the at least one question regarding the organizational process or
system.

82. The method of claim 81, wherein displaying on a display device the at least one
15 question associated with the selected standards comprises displaying questions that
are repeated within the selected standards only once.

83. The method of claim 71, wherein the first predetermined characteristic is defined to
mean that the first input has a value that is less than the first value, and the second
predetermined characteristic is defined to mean that the first input has a value that is
20 at least as great as the first value.

84. The method of claim 71, wherein at least one of the first input is on a numerical
scale, the scale being 1 to 10, 1 to 100, or 0 to 100 percent.

25 85. The method of claim 71, wherein if evidence is not identified that supports the first
input, then further comprising inhibiting the display of subsequent questions until the
evidence is identified or until first input is changed to have the second predetermined
characteristic in relation to the first value.

30 86. The method of claim 71, further comprising prompting the assessor to input a second

input on an input device of the computer the assessor's perception of how well the organizational process or system functions to address the issue, and receiving the second input from the input device, the second input being stored in a memory of the computer, and the second input reflecting the assessor's perception of the results achieved by the organizational process or system.

5

87. The method of claim 86, further comprising comparing within a processing unit of the computer the second numerical input to a second value, and, if the second numerical input has a first predetermined characteristic in relation to the second value,

10 then prompting the assessor to identify evidence that supports the second numerical input, and if evidence is identified that supports the second numerical input, then validating the second numerical input for subsequent evaluation, and if the evidence is not identified that supports the second numerical input, then inhibiting validation of the second numerical input until the evidence is identified or until the second numerical input is changed to have a second predetermined characteristic in relation to the second value.

15 88. The method of claim 87, wherein if evidence is not identified that supports the second input, then further comprising inhibiting the display of subsequent questions until the evidence is identified or until second numerical input is changed to have the fourth predetermined characteristic in relation to the second value.

20 89. The method of claim 71, further comprising evaluating the organizational process or system by comparing inputs from the assessor with known empirically-gathered information.

25 90. The method of claim 86, further comprising using the first and second inputs together to evaluate the organizational process or system.

91. The method of claim 71, wherein the computer comprises a PDA.

30

- P
A
T
E
N
T
F
I
L
E
- 5 92. The method of claim 86, further comprising multiplying the first input with the second input to evaluate the organizational process or system.
- 10 93. The method of claim 86, further comprising using differences between the first input and the second input to evaluate the organizational process or system.
- 15 94. The method of claim 86, further comprising receiving first and second inputs from a plurality of assessors, and determining the standard deviation of the first input, and the standard deviation of the second input, from the inputs received from the assessors, and then using a standard deviation to evaluate at least a portion of the organizational process or system.
- 20 95. The method of claim 71, wherein the evidence comprises visible evidence.
- 25 96. The method of claim 71, wherein the evidence comprises supporting documentation.
- 30 97. The method of claim 71, wherein the evidence comprises visible evidence, and further comprising comparing within a processing unit of the computer the first input to second value, and, if the first numerical input has a first predetermined characteristic in relation to the second value, the prompting the assessor to identify supporting documentation that supports the first input; and if supporting documentation is identified, then validating the first value for subsequent evaluation, and if the supporting documentation is not identified, then inhibiting the validation of the first input until the supporting documentation is identified or until the first input is changed to have a second predetermined characteristic in relation to the second value.
98. The method of claim 71, further comprising prompting the assessor to input on the input device of the computer an assessment as to whether the organizational process

or system is demonstrable, and, if an input is received from the input device that indicates that the organizational process or system is demonstrable, then validating the first input, and, if an input is received from the input device that indicates that the organizational process or system is not demonstrable, then inhibiting validation of the first input until the assessor changes the first input to have a first determined characteristic in relation to a second value.

5
99. The method of claim 71, further comprising displaying at least one input as a sliding bar on a display device.

10
100. The method of claim 71, further comprising preparing an assessment timeline based on assessor input.

15
101. The method of claim 100, further comprising notifying the assessor of a deadline identified in the assessment timeline.

102. A machine having a memory which contains data generated by the method of claim 71.

20
103. A machine having a memory which contains data generated by the method of claim 71, the machine including a computer comprising a processing unit and a memory, and the computer being connected to an input device and a display device.

25
104. The method of claim 71, further comprising prompting an assessor to provide recommendations to improve the organizational process or system.

30
105. The method of claim 71, further comprising prompting an assessor to provide recommendations to improve the organizational process or system by use of a double slide bar, wherein selecting a value on the first slide bar limits the range of values displayed for selection on the second slide bar.

106. The method of claim 71, further comprising performing an onsite assessment directed to one or more problem areas determined to be present in the organizational process or system.

5

107. The method of claim 71, further comprising performing an onsite assessment directed to one or more problem areas determined to be present in the organizational process or system, wherein one ore more onsite assessor are provided with a list of the problem areas and a list of the corrective actions input.

10

108. The method of claim 107, further comprising providing at least one onsite assessor with a PDA having a list of the problem areas and a list of the corrective actions input.

15

109. The method of claim 107, wherein the results of the onsite assessment are input into the computer and stored in the computer's memory.

20

110. The method of claim 107, wherein the results provided by each onsite assessor are adjusted by a bias value identified for that assessor.

25

111. The method of claim 71, wherein analyzing the numerical inputs comprises comparing input from two or more assessors to one another.

25

112. The method of claim 71, wherein analyzing the numerical inputs comprises comparing input from two or more similar questions to one another.

113. A method of using a computer to gather information about an organizational process or system, comprising:

30

obtaining information about an organization to be accessed, wherein the

- information comprises information regarding assessors;
- preparing at least one question regarding the organizational process or system by
analyzing the obtained information about the organization;
- 5
- displaying on a display device a first user adjustable icon and a second user
adjustable icon and at least one question, the first user adjustable icon being
adjustable within a first allowed range; the second user adjustable icon being
adjustable within a second allowed range; and wherein the at least one
10 question being adapted to prompt the assessor to input the assessor's
perceptions of the organizational process or system;
- receiving a first input from a user, the first input corresponding to movement of
the first user adjustable icon;
- 15
- determining a second allowed input range for a second user adjustable icon based
on the first input;
- receiving a second input from the user, the second input corresponding to
movement of the second user adjustable icon.
- 20
114. The method of claim 113, wherein the first user adjustable icon comprises a sliding
bar icon.
- 25
115. The method of claim 113, wherein the inputs are numeric inputs
116. The method of claim 113, wherein displaying comprises displaying remotely.
117. The method of claim 113, wherein displaying comprises displaying across a global
30 computer network.

118. The method of claim 113, wherein the second user adjustable icon comprises a
sliding bar icon.
- 5 119. The method of claim 113, wherein the first input corresponds to the users perception
of an aspect of a process or system in a present state.
- 10 120. The method of claim 113, wherein the second input corresponds to the users estimate
of an aspect of a process or system in a projected future state
- 15 121. The method of claim 113, wherein determining the second allowed input range for
the second user adjustable icon comprises setting a minimum allowed value or the
second allowed input range to be equal to the first input.
- 20 122. The method of claim 113, wherein determining the second allowed input range for
the second user adjustable icon comprises setting a maximum allowed value or the
second allowed input range to be equal to the first input.
- 25 123. The method of claim 113, further comprising analyzing the inputs to determine if one
or more problem areas are present in the organizational process or system.
- 30 124. The method of claim 123, wherein analyzing the inputs comprises comparing input
from two or more assessors to one another.
125. The method of claim 123, wherein analyzing the inputs comprises comparing input
from two or more similar questions to one another.
126. The method of claim 113, further comprising displaying on the display device at least
one corrective action question, the at least one corrective action question being
adapted to prompt the assessor to input on the input device the assessor's perception
of the problem area of the organizational process or system.

127. The method of claim 126, further comprising receiving at least one corrective action
input, the corrective action input being stored in the computer's memory.
- 5 128. The method of claim 113, wherein at least one of the first and second inputs are on a
numerical scale, the scale being 1 to 10, 1 to 100, or 0 to 100 percent.
- 10 129. The method of claim 113, further comprising evaluating the organizational process or
system by comparing inputs from the assessor with known empirically-gathered
information.
- 15 130. The method of claim 113, further comprising using the first and second inputs
together to evaluate the organizational process or system.
- 20 131. The method of claim 113, wherein the computer comprises a PDA.
132. The method of claim 113, further comprising multiplying the first input with the
second input to evaluate the organizational process or system.
- 25 133. The method of claim 113, further comprising using differences between the first
input and the second input to evaluate the organizational process or system.
134. The method of claim 113, further comprising receiving first and second inputs from a
plurality of assessors, and determining the standard deviation of the first input, and
the standard deviation of the second input, from the inputs received from the
assessors, and then using a standard deviation to evaluate at least a portion of the
organizational process or system.
- 30 135. The method of claim 113, further comprising preparing an assessment timeline based
on assessor input.

136. The method of claim 135, further comprising notifying the assessor of a deadline identified in the assessment timeline.

5 137. The method of claim 135, further comprising escalating a notification to one or more predetermined individuals if a response is not received from an assessor within a predetermined period of time.

138. The method of claim 113, further comprising prompting an assessor to provide
10 recommendations to improve the organizational process or system.

139. The method of claim 113, further comprising performing an onsite assessment directed to one or more problem areas determined to be present in the organizational process or system.

140. The method of claim 113, further comprising performing an onsite assessment directed to one or more problem areas determined to be present in the organizational process or system, wherein one ore more onsite assessor are provided with a list of the problem areas and a list of the corrective actions input.

141. The method of claim 140, further comprising providing at least one onsite assessor with a PDA having a list of the problem areas and a list of the corrective actions input.

25 142. The method of claim 140, wherein the results of the onsite assessment are input into
the computer and stored in the computer's memory.

143. The method of claim 140, wherein the results provided by each onsite assessor are adjusted by a bias value identified for that assessor.